



Docket No.: 119645-00102

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RCP
IPW

In re Application of: Michael P. LILLY et al.

GAU: 3623

Serial No: 09/690,566

Examiner: M. Irshadullah

Filed: October 17, 2000

For: SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT

Commissioner for Patents

P.O. Box 1450

Alexandria, VA. 22313-1450

Sir:

Transmitted herewith is a Preliminary Amendment in the above-identified application.

No additional fee is required

This application qualifies for small entity status. 37 C.F.R. §1.27.

Additional documents filed herewith: Request for Continued Examination; Petition for Extension of Time (3 months)

Claims	Claims Remaining	Highest Number Prev. Paid		Number of Extra Claims	Rate	Fee
Total	31	33	-20	0	\$50	\$0.00
Independent	2	3	-3	0	\$200	\$0.00
		<input type="checkbox"/> Multiple Dependent Claims		\$360	\$0.00	
				TOTAL OF ABOVE CALCULATIONS		\$0.00
		<input type="checkbox"/> Reduction by 50% for filing by Small Entity			\$0.00	
		<input type="checkbox"/> Recordation of Assignment		\$40.00	\$0.00	
				TOTAL		\$0.00

A check in the amount of \$905.00 is attached.

Please charge any additional Fees for the papers being filed herewith and for which no check is enclosed
 herewith, or credit any overpayment to deposit Account No. 23-2185. A duplicate copy of this sheet is enclosed.

If these papers are not considered timely filed by the Patent and Trademark Office, then a petition is hereby made under 37 C.F.R. §1.136, and any additional fees required under 37 C.F.R. §1.136 for any necessary extension of time may be charged to Deposit Account No. 23-2185.. A duplicate copy of this sheet is enclosed.

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Date: November 21, 2005

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